

Successful Telephone Techniques

How to work effectively with your customers

Course benefits:

This course will help you to develop a positive outlook that will carry through those days when customers are being especially difficult, uninterested in what you are offering, and rejecting even your best efforts to secure an appointment.

The course aims are to help you:

- Handle any form of rejection positively and without damage to your self esteem
- Improve your success rate by up to 15%
- Manage and avoid stress due to difficult customers and rejection
- Build rapport and ongoing relationship with customer
- Work effectively without a script

The subjects to be covered are:

- **The Starting Point;** Job difficulties; Personal feelings and concerns; Expectations of today; Being Positive and Staying Positive; Difficulties caused by rejection; Task versus emotion – keeping a professional outlook; Separating task from emotion Building a maintaining a positive self-esteem;
- **Following an effective process;** Establishing Credibility; Understanding the process from the customer's point of view; What the customer is thinking; What the customer is trying to achieve
- **Establishing Rapport;** The critical first minute; Words and phrases that get action and those that don't; Power Words; Ring backs and maintaining rapport; Getting the Business; Working towards a positive outcome;
- **Action Plans;** On-going Contact; Summary and Conclusions; Benefits and Concerns; Personal actions plans

How you will learn:

The day will be spent applying the techniques discussed to a variety of exercises that mirror the situations that you deal with in your job role.

Course duration and availability:

One day in-house only.